

# LHS POSITION DESCRIPTION

**TITLE:** Volunteer Coordinator - full-time position  
**REPORTS To:** Director of Operations

**Job Summary:** The Volunteer Coordinator is responsible for the daily operation and growth of all aspects of the volunteer program. Responsibilities include recruiting, training, and onboarding new volunteers, assisting current and experienced volunteers, and growing the program to meet the organization's needs. The coordinator ensures that volunteers have been apprised of all protocols to ensure their safety and that of the pets.

## Responsibilities:

- Ensures that the Volunteer check-in area remains clean and stocked with supplies.
- Be knowledgeable and help ensure LHS complies with state regulations.
- Ensures pets selected for off-site adoption and community events are appropriate for the event and the public.
- Collaborates with the Development department to ensure the appropriate number of volunteers are scheduled for events
- Oversees and ensures that the highest quality client services are offered to all visitors, callers, and email inquiries (internal and external)
- Maintains [volunteer@lynchburghumane.org](mailto:volunteer@lynchburghumane.org) email
- Balances needs of position with the schedule in an efficient manner.
- Be knowledgeable about programs and services offered by LHS
- Maintains volunteer records and coordinates volunteer schedules, prepares department reports and liaisons with the community to attract volunteers
- Organize and conduct orientations and training of volunteers, ensuring all aspects of the training follow the organization's mission and philosophy.
- Update training materials and programs and alert volunteers to relevant education opportunities.
- Develops and implements strategies to recruit volunteers. Responds to inquiries regarding the volunteer program—interview and screen potential volunteers.
- Maintain volunteer personnel records noting special skills and interests. Record volunteer duties and hours volunteered and note incidents and injuries. Prepare operational reports on volunteer activities.
- Manage the community service volunteers, both school and court-ordered, and all reporting needs.
- Match and schedule volunteers to appropriate jobs, seeking to fulfill the needs of the organization and the individual.
- Works closely with all other departments and regularly surveys staff to reassess needs for volunteer assistance and updates job assignments as needed.

- Supervise volunteers in performing duties, providing continuous feedback and special guidance when requested or required.
- Conduct recognition programs to honor volunteers.
- Assists in resolving disputes and terminates volunteers when appropriate with the guidance of the Director of Operations.
- Communicate regularly with volunteers with relevant information on the organization and volunteer opportunities monthly.
- Other tasks as assigned by directors.

Qualifications:

- A valid driver's license is required.
- Ability to work holidays and weekends.
- Ability to work efficiently with little supervision.
- Physical requirements include walking, standing, and moving equipment and animals. (50 lbs and under)
- Computer skills, including ability to learn and utilize Google Business Suite, ShelterLuv, and Volunteer Software.
- Pet care experience and comfort level working with pets required
- Ability to remain organized and thorough in the fast-paced shelter environment.
- Ability to communicate with co-workers respectfully and efficiently
- Ability to represent the values of LHS by working in a culturally diverse environment and community in a way that fosters understanding and compassion.

I have read and understand my job description:

Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_